



MEMORANDUM



DATE: April 3, 2002

TO: ALL DEPARTMENT TRAINING OFFICERS

FROM: **Kitty Williamson**
Chief, Program Operations Branch
Training and Continuous Improvement Division
(916) 324-4058; FAX (916) 322-4755

SUBJECT: Minutes of the Quarterly Department Training Officer Meeting - March 13, 2002

The quarterly Department Training Officer Meeting was held on March 13, 2002 at the Department of Personnel Administrations, Training and Continuous Improvement Division, 1515 S Street, North Building, Suite 108, in the Colorado/Kern Rooms, beginning at 9:00 a.m. and ending at 11:30 a.m.

- I. WELCOME AND AGENDA OVERVIEW (9:00 – 9:10 a.m.)
- Evelyn Hemenover welcomed the attendees and reviewed the agenda. She also discussed the promotion of Diane Just, previously Chief of the Training and Continuous Improvement Division, to Deputy Director, Department of Personnel Administration. Her areas of responsibility are Administration, Training and Policy. Even though Diane is no longer Chief of TCID, she will continue to have a presence in the training community. She will continue to teach her Group Intervention Workshop at the Training Institute and as part of the STC's schedule of classes for next year.

Evelyn also discussed the status of the upcoming Training Institute. Enrollment is full, with 72 people on the waiting list (as of March 22). There is likely to be some movement off the waiting list, so if you are enrolling people now, please don't send checks with the registration forms. We will call you if you move off the waiting list and ask you to bring in your money as soon as possible.

- II. TCID BUSINESS (9:10 – 10:15 a.m.)
- Kitty Williamson, TCID, gave an update on the Training Profile Surveys collected several months ago. The input part of this data collection had been put on hold until we could include the cost into our budget. Since our original discussion with California State University, Sacramento, about providing these data entry services, Alice Tom, Dean of Regional and Continuing Education, has offered the services of a Graduate Student Assistant to enter the data free of charge. We anticipate having this data available by May 1.

Kitty also asked for volunteers and nominations to serve on an Advisory Group to take a look at the curriculum for the Management Certificate Program currently taught at the State Training Center by the California

State University, Sacramento. She will be following up this verbal request with a letter being sent to each Department Director with a copy to the Department Training Officer asking for Advisory Group nominees. If you would like to volunteer, or you have a suggestion for a nominee, contact Kitty at (916) 324-4058 or e-mail her at kittywilliamson@dpa.ca.gov.

Susan Coats, TCID, asked for volunteers to serve on the DTO Advisory Board and circulated a sign-in sheet. She will follow up with an e-mail to all of you who volunteered or were nominated. We will post the names of the new Advisory Board members on the DTO Home page (www.dpa.ca.gov/tcid/dto/dtomain.shtml) after they have all agreed to serve on the Board.

Brian Koepp, Distance Learning Program Manager, TCID, presented the Skillsoft Pilot Project Findings. The findings were the result of a survey sent to all Pilot participants. To access a copy of the findings that Brian shared at the meeting, go the link on the DTO Home Page. If you have any questions about this Pilot, contact Brian at (916) 445-1542 or e-mail him at briankoepp@dpa.ca.gov.

- III. CONTENT PIECE – NEEDS ASSESSMENTS (10:15 – 11:15 a.m.)
Jonathan Clarkson, Department of Social Services; Joan Strohauer, Department of Education; Jodi Traversaro, Board of Equalization; and Linda Patterson, Franchise Tax Board, participated in an extremely informative panel discussion about their experiences in conducting Needs Assessments.

Jonathan gave a Department overview, or macro-approach to assessing training needs. To access his power point presentation, check out the link on the DTO Home Page. If you have questions for Jonathan, you can e-mail him at Jonathan.Clarkson@dss.ca.gov.

Joan Strohauer's presentation focused more on the individual or micro needs assessment. You can also access her power point presentation on the DTO Home Page or e-mail her at jstrohau@cde.ca.gov. She also gave participants the benefit of her expertise in this area by sharing her most valuable resources. They include:

- *Analyzing Performance Problems* – **by Robert Mager**
- *A Practical Guide to Needs Assessments* – **by Kavita Gupta**
- *First Things Fast* – **by Allison Rosset**
- *Training Needs Assessment Handbook – A Guide to Conducting a Multi-level Needs Assessment* – **by the United States Office of Personnel Management**

- *Performance Consulting – Moving Beyond Training* – **by Dana Gaines Robinson and James C. Robinson**
- *Employee Training and Development* – **by Raymond A. Noe**

Jodi Traversaro, from the Board of Equalization, talked about the trials and tribulations she experienced while conducting a Training Needs Assessment at her department. She discussed their methods, beginning with identifying the job core and job development training required of Board positions through providing tools for the development of interview questions and exams. To view her power point presentation, which outlines the processes as well as lists several valuable resources, look on the DTO Home Page for the Board of Equalization presentation or contact Jodi at jodi_traversaro@boe.ca.gov.

Linda Patterson, from the Franchise Tax Board, talked about the four main areas of consideration in attempting to conduct a Training Needs Assessment: 1) Support – Management understands that the purpose is to identify skill development areas, not necessarily to expect improved performance; 2) Time – By the time you finish the TNA, the needs have changed; 3) Ability – Do you have the capacity/resources?; and 4) How do you deliver? Linda said she doesn't necessarily have the answers to these questions, but she wanted to put these out for consideration. If you would like more information about her presentation, contact Linda at Linda_Patterson@ftb.ca.gov.

IV. INFORMATION SHARING (11:15 – 11:30 a.m)

We had several new Training Officers in the audience, they were Kathy Jones, from the Contractor's State Licensing Board of the Department of Consumer Affairs; Jeanette Johnston, from the State Personnel Board; and Kathy Blair from the Secretary of State's Office

Ree McLaughlan, from the Department of Forestry and Fire Protection, asked if we could have a list of resources compiled from the questions asked on CA-Trainers. Susan Coats, from TCID, said that she would see if that was possible.

The next Department Training Officer Meeting will be held on June 19, 2002, from 9:00 to 11:30 a.m. If you have a large training room in Sacramento and you would like to host the next meeting, contact Susan at (916) 324-4055. If there are no volunteers to host the next meeting, it will be held at the State Training Center, 1515 S Street, North Building, Suite 108, Colorado/Kern Rooms. We will include the location of the next meeting on the agenda, usually sent out 2-3 weeks before the meeting date.

DTO SIGN-IN SHEET*
March 13, 2002

<u>Name</u>	<u>Dept.</u>	<u>Phone #</u>
Jonathan Clarkson	Social Services	657-4049
Diane Hampton	Youth Authority	209-944-1332
Rosi Murray	Rehabilitation	263-8814
Neal Albritton	Rehabilitation	263-8674
Vera Nicholas	State Library	657-0938
Phyllis Smith	State Library	651-8341
Carolyn Zeitler	State Library	657-2243
Wendy Matsuda	Horse Racing Board	263-6049
Jeanette Johnston	State Personnel Board	646-9555
Deborah Derov	Consumer Affairs	327-0501
Linda Stahl	Health Services	654-0411
Linda Patterson	Franchise Tax Board	845-6284
Darce Haesche	Legislative Council	341-8339
Robbin Kleinsorge	Financial Institutions	415-263-8533
Cindy Fernandez	Financial Institutions	324-9679
Cheryl Pickering	Housing Finance	327-5169
Ree McLaughlan	Forestry	209-274-5507
Kat Calhoun	Energy Commission	654-4033
Robert Smith	Public Utilities Commission	415-703-2348
Kathy Jones	Consumer Affairs	255-2786
Sandy Jiminez	General Services	376-5375
Shannon Similai	Commission on State Mandates	323-8225
Anthony A. Ampania	Transportation	227-9759
Cynthia T. Pace	Secretary of State	651-8263
Cathy Blair	Secretary of State	653-9599

*Not everyone present signed the sign-in sheet – next time we'll route it around.